10040396.041602

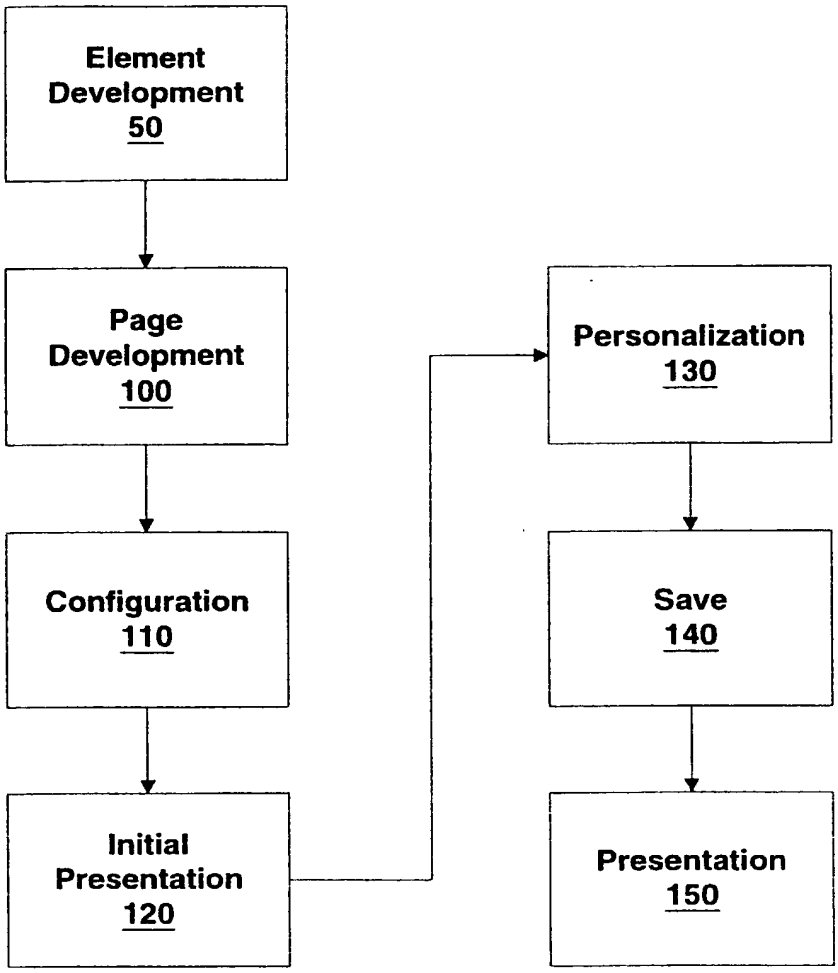

FIG. 1

10040396.041602

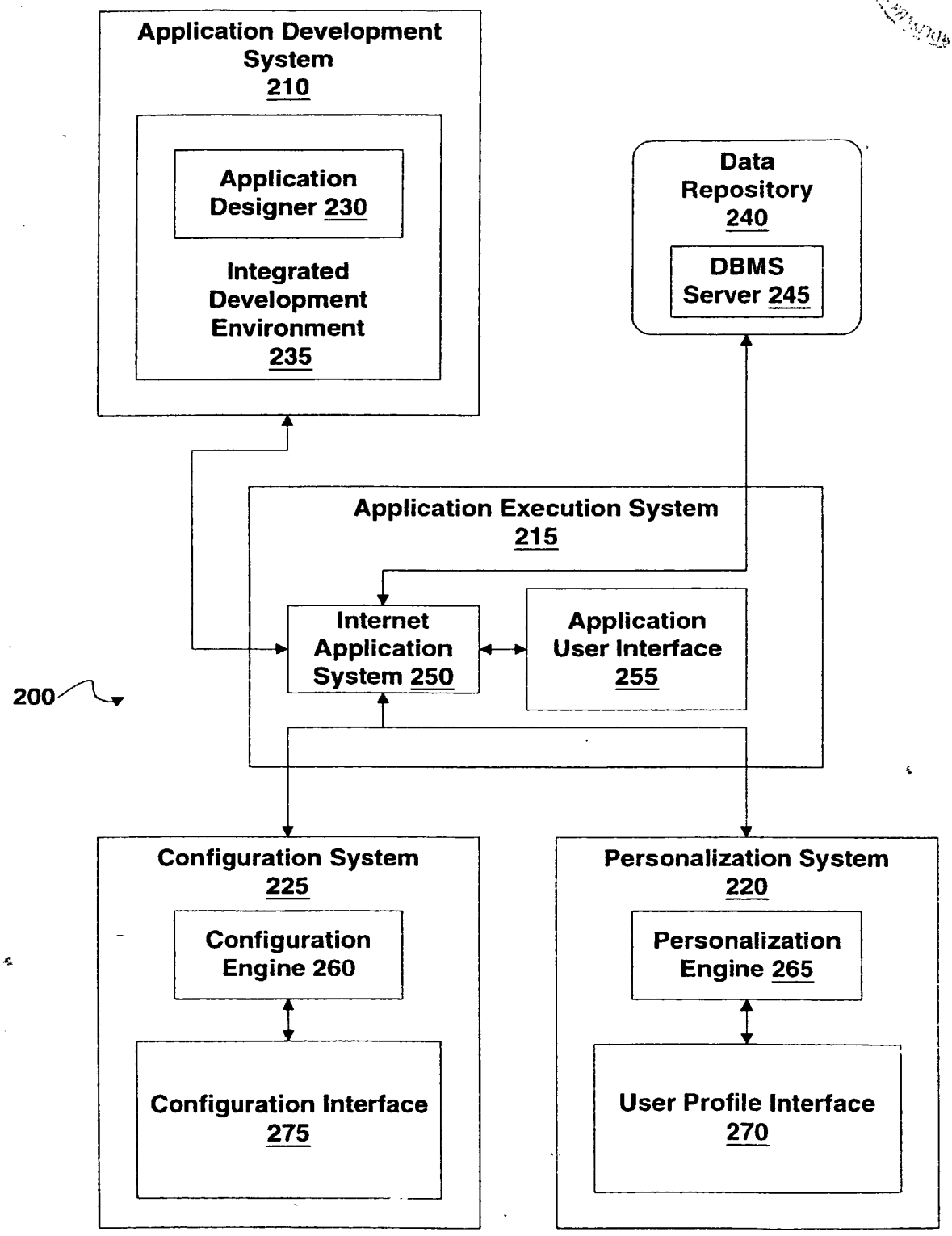

FIG. 2

10040396.041602

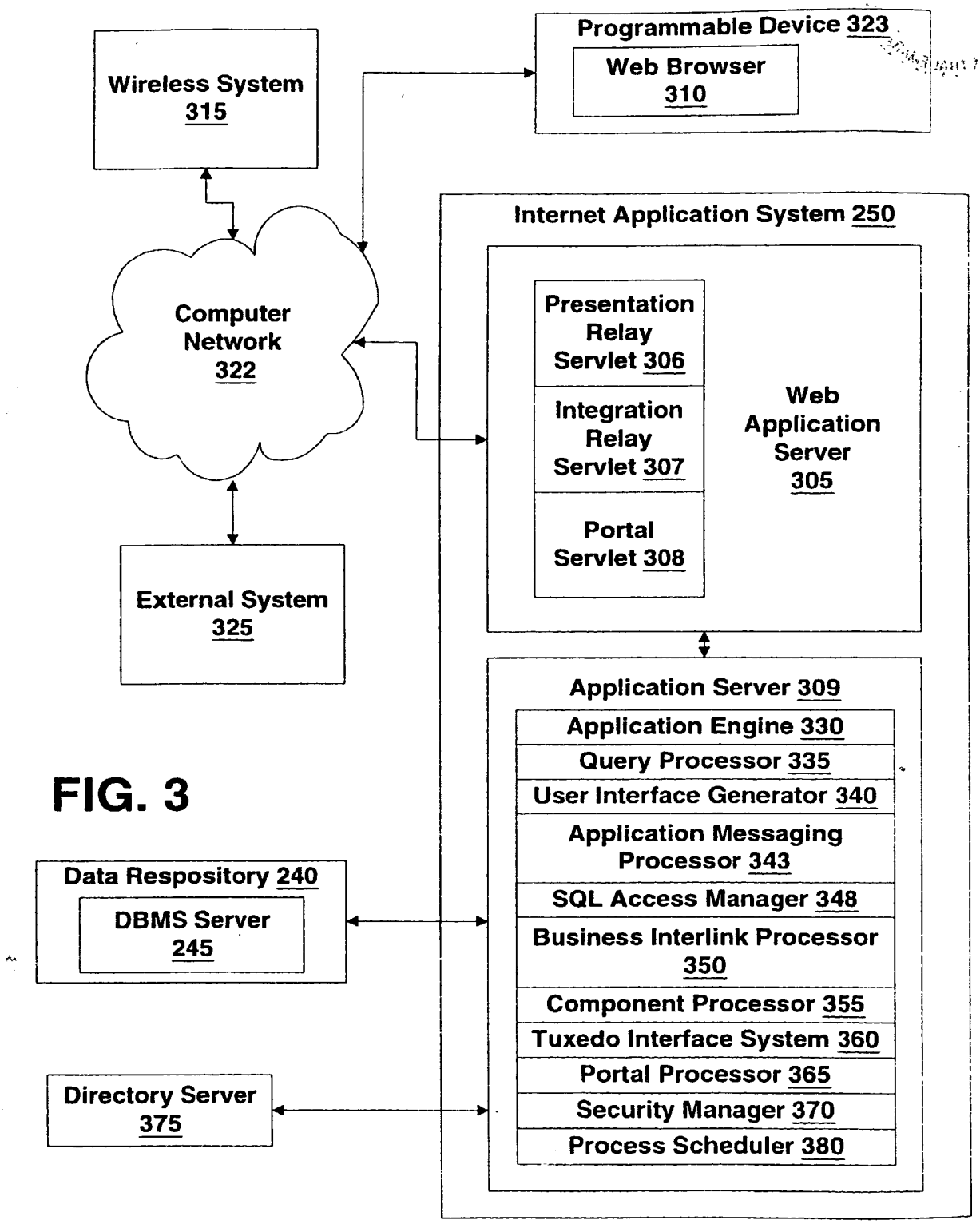

FIG. 3

10040396.091602

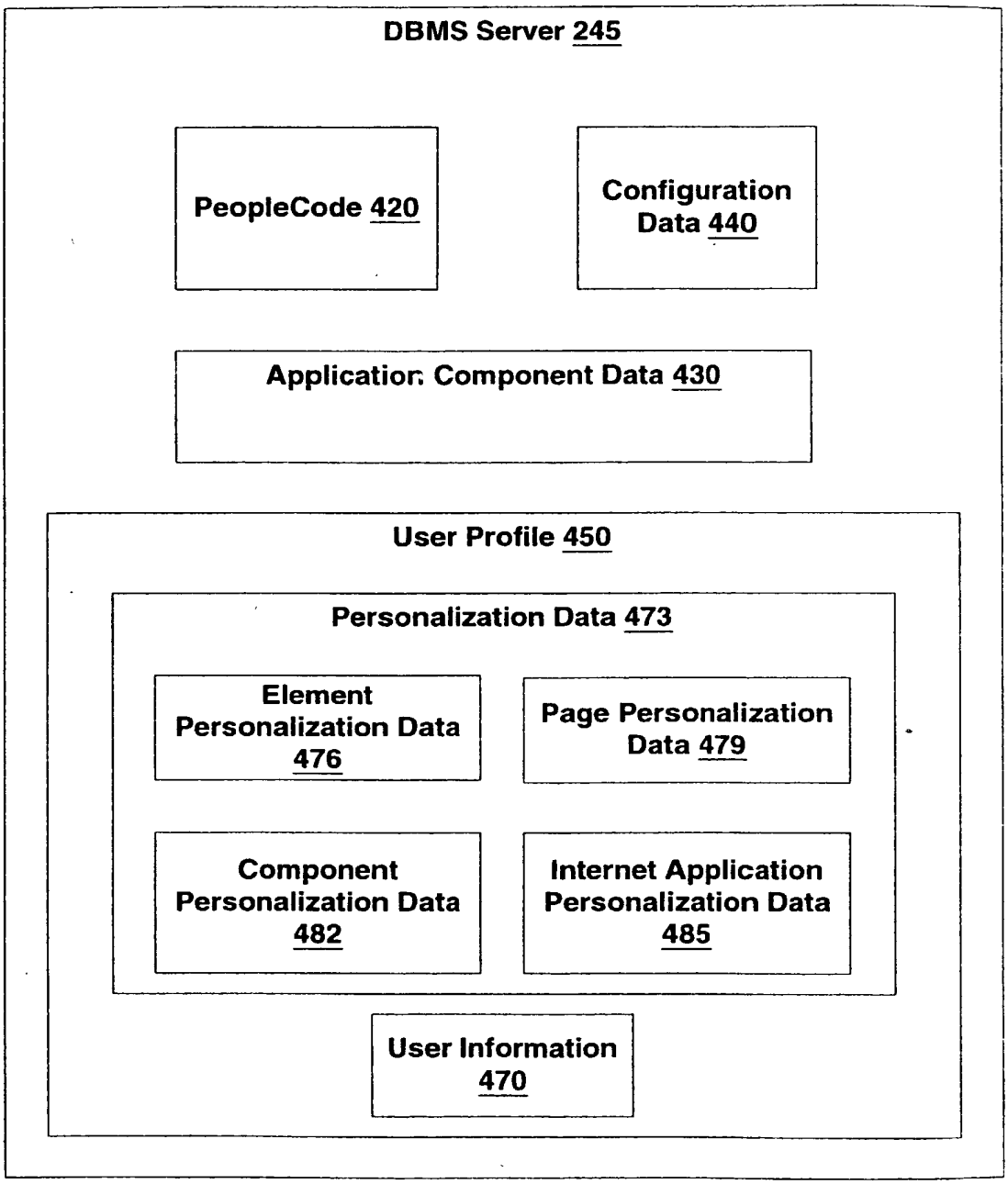

FIG. 4

10040396.041602

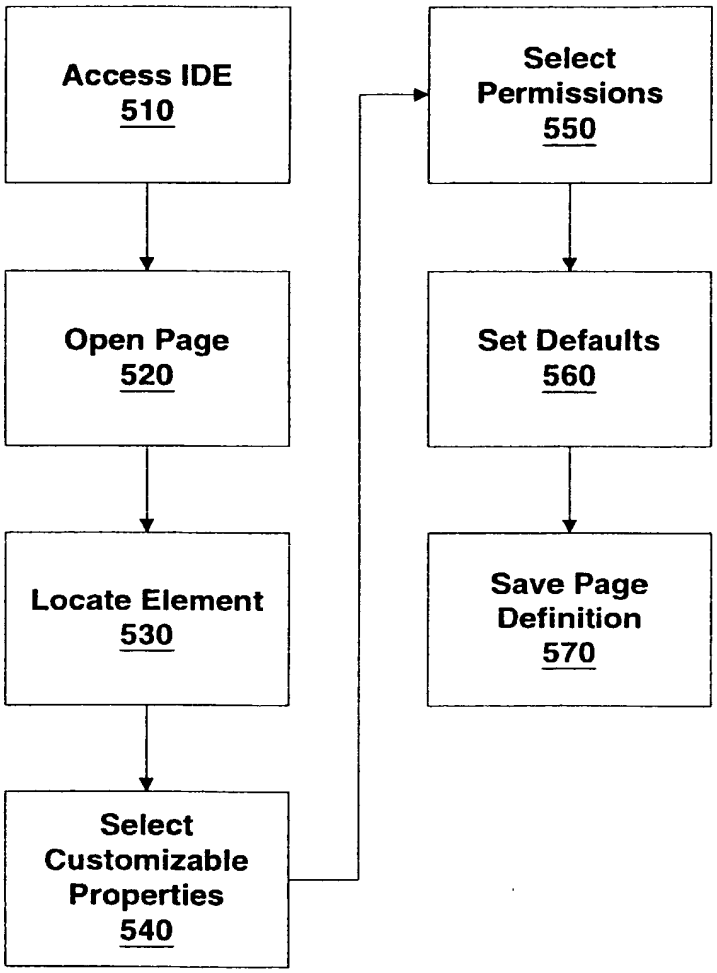

FIG. 5

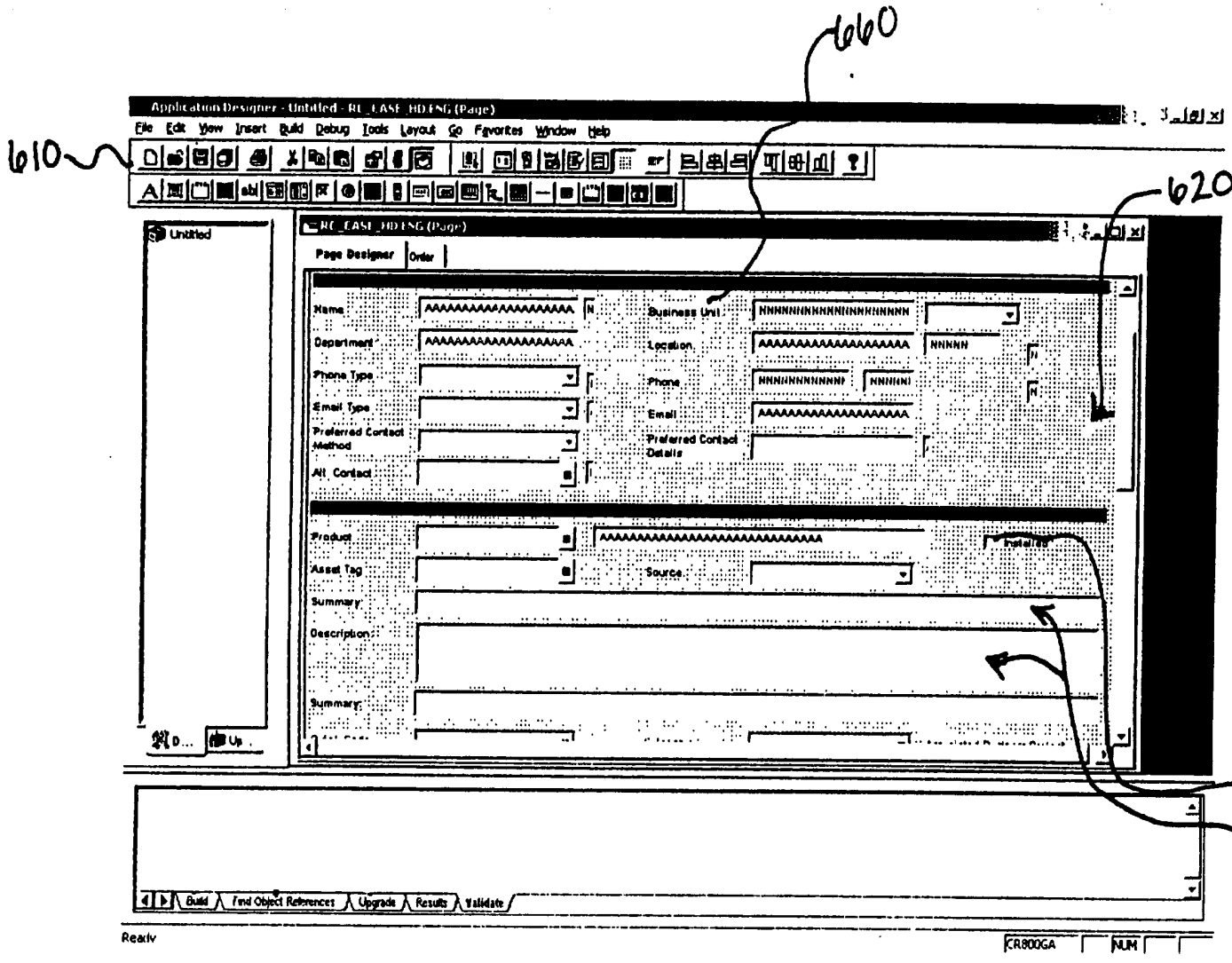
660
610
620
650
640
Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
Name
Business Unit
Department
Location
Phone Type
Phone
Email Type
Email
Preferred Contact Method
Preferred Contact Details
Alt. Contact
Product
Asset Tag
Source
Summary
Description
Summary
Build
Find Object References
Upgrade
Results
Validate
Ready
CR800GA
NUM

Fig. 6

1004039 6 .041602

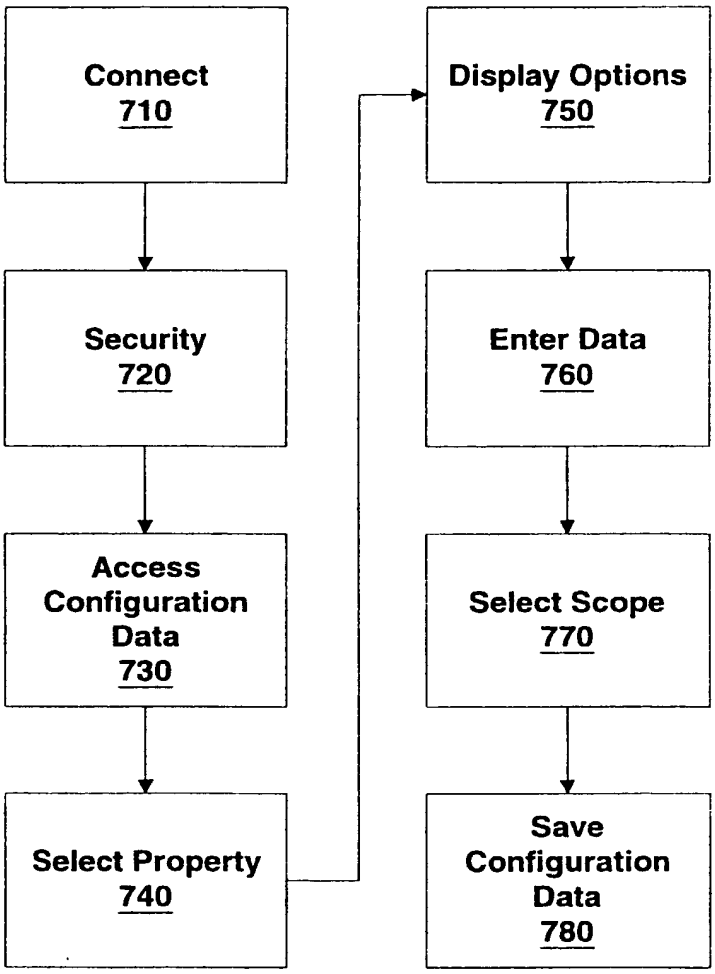

FIG. 7

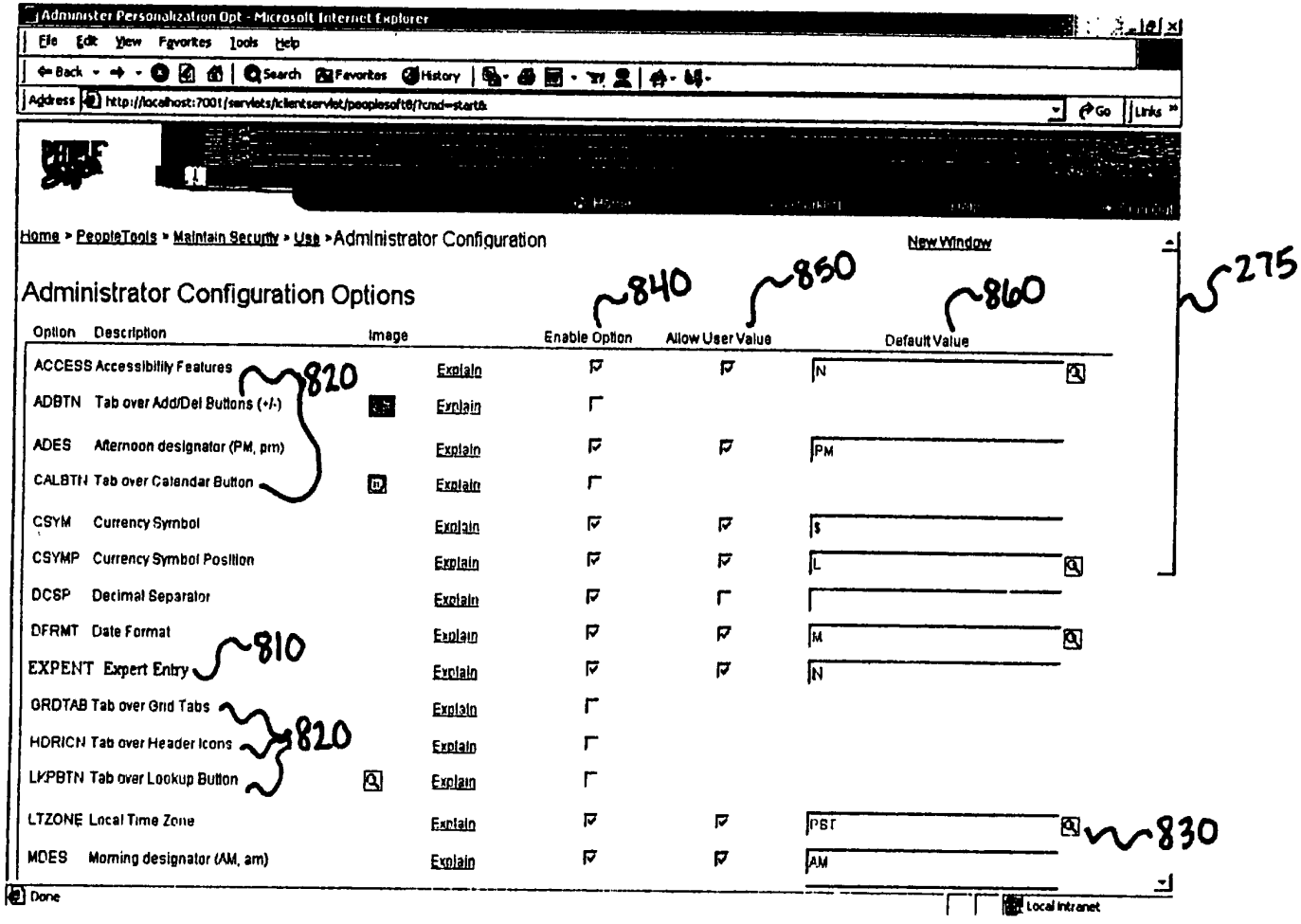
Administrator Personalization Opt - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Home > PeopleTools > Maintain Security > Use > Administrator Configuration
New Window
Administrator Configuration Options
840
850
860
275
Option Description Image Enable Option Allow User Value Default Value
ACCESS Accessibility Features Explain N
ADBTN Tab over Add/Del Buttons (+/-) Explain
ADES Afternoon designator (PM, pm) Explain PM
CALBTN Tab over Calendar Button Explain
CSYM Currency Symbol Explain $
CSYMP Currency Symbol Position Explain L
DCSP Decimal Separator Explain
DFRMT Date Format Explain M
EXPENT Expert Entry Explain N
GRDTAB Tab over Grid Tabs Explain
HDRICN Tab over Header Icons Explain
LKPBTN Tab over Lookup Button Explain
LTZONE Local Time Zone Explain PST
MDES Morning designator (AM, am) Explain AM
810
820
820
830
Done
Local intranet

FIG. 8

10040396.041602

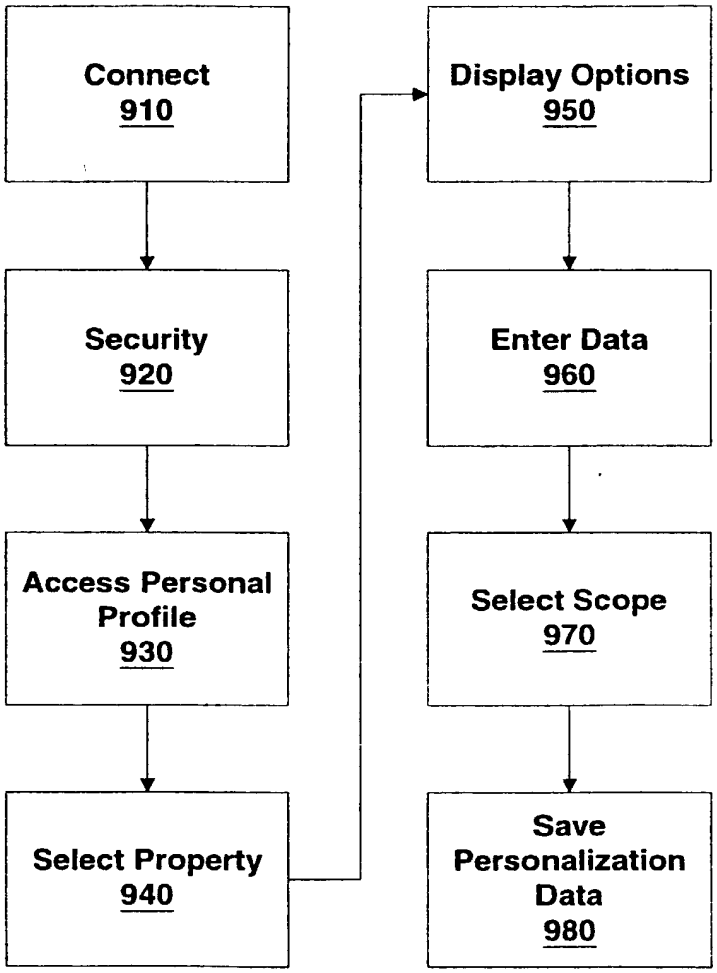

FIG. 9

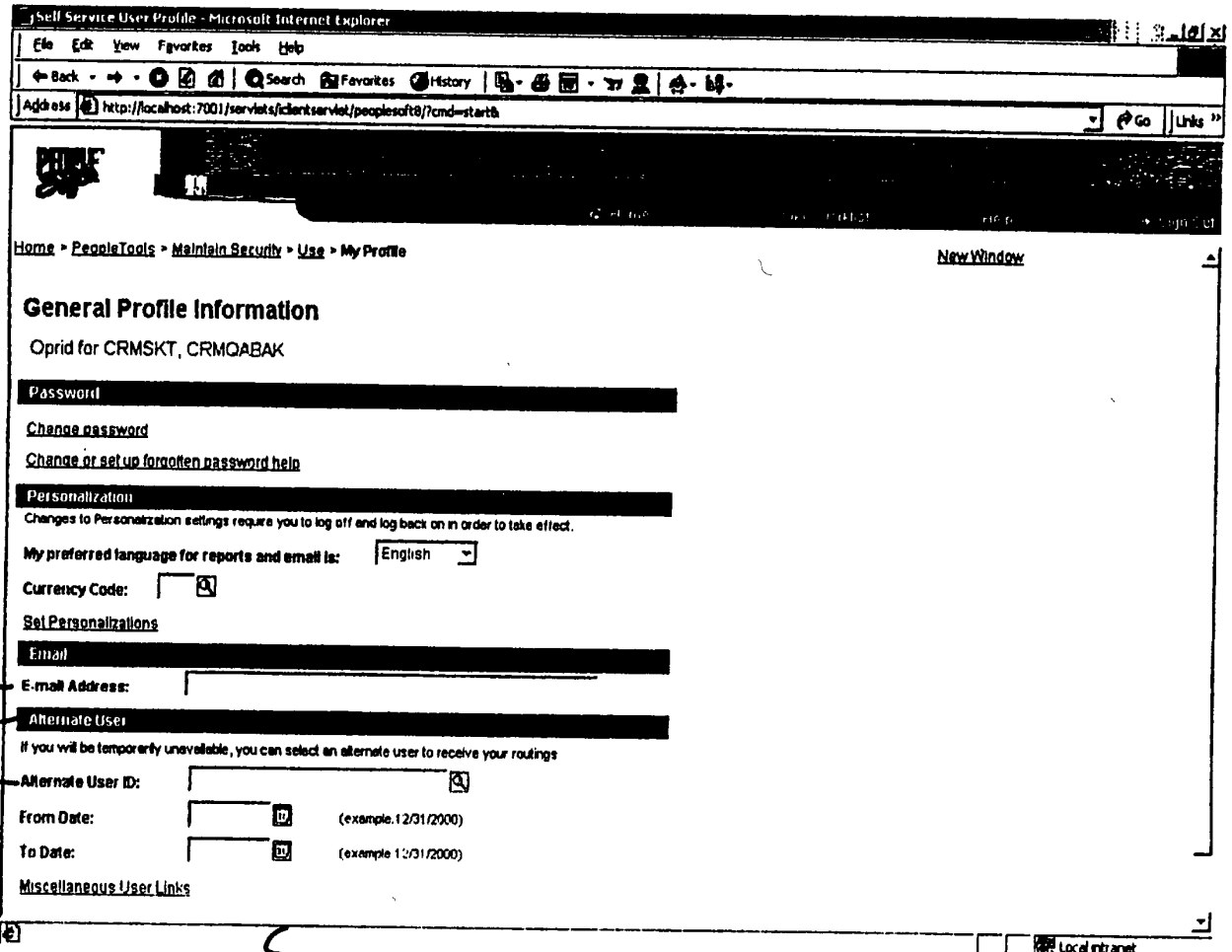
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
General Profile Information
Oprid for CRMSKT, CRMQABAK
Password
Change password
Change or set up forgotten password help
Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.
My preferred language for reports and email is:
English
Currency Code:
Set Personalizations
Email
E-mail Address:
Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your routings
Alternate User ID:
From Date:
(example 12/31/2000)
To Date:
(example 12/31/2000)
Miscellaneous User Links
Local intranet
1005
1010
1020
270

Fig. 10A

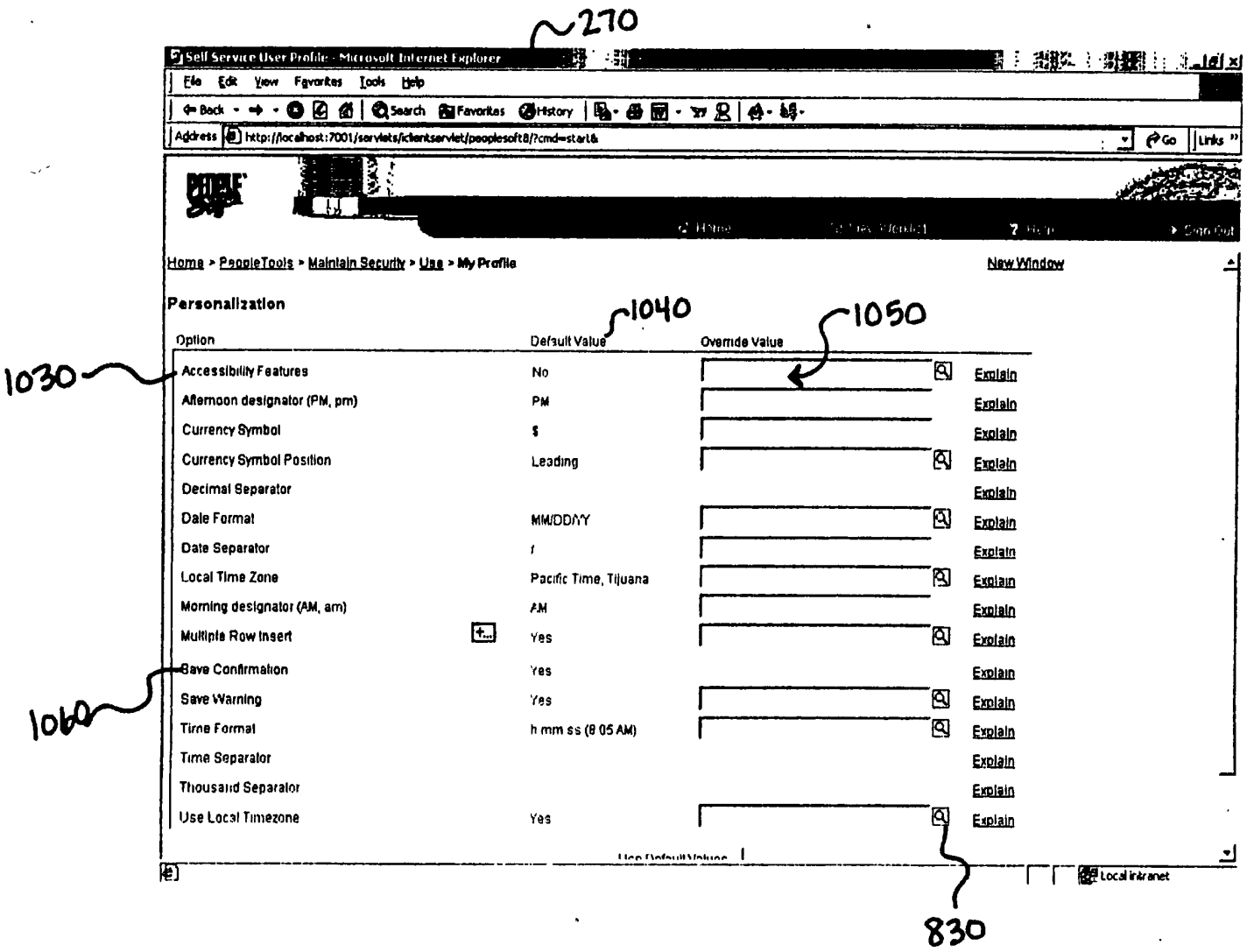
270
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
Personalization
1040
1050
Option
Default Value
Override Value
1030
Accessibility Features
No
Explain
Afternoon designator (PM, pm)
PM
Explain
Currency Symbol
$
Explain
Currency Symbol Position
Leading
Explain
Decimal Separator
Explain
Date Format
MM/DD/YY
Explain
Date Separator
/
Explain
Local Time Zone
Pacific Time, Tijuana
Explain
Morning designator (AM, am)
AM
Explain
Multiple Row Insert
Yes
Explain
1060
Save Confirmation
Yes
Explain
Save Warning
Yes
Explain
Time Format
h mm ss (8 05 AM)
Explain
Time Separator
Explain
Thousand Separator
Explain
Use Local Timezone
Yes
Explain
Local intranet
830

FIG. 10B

10040396 .091602

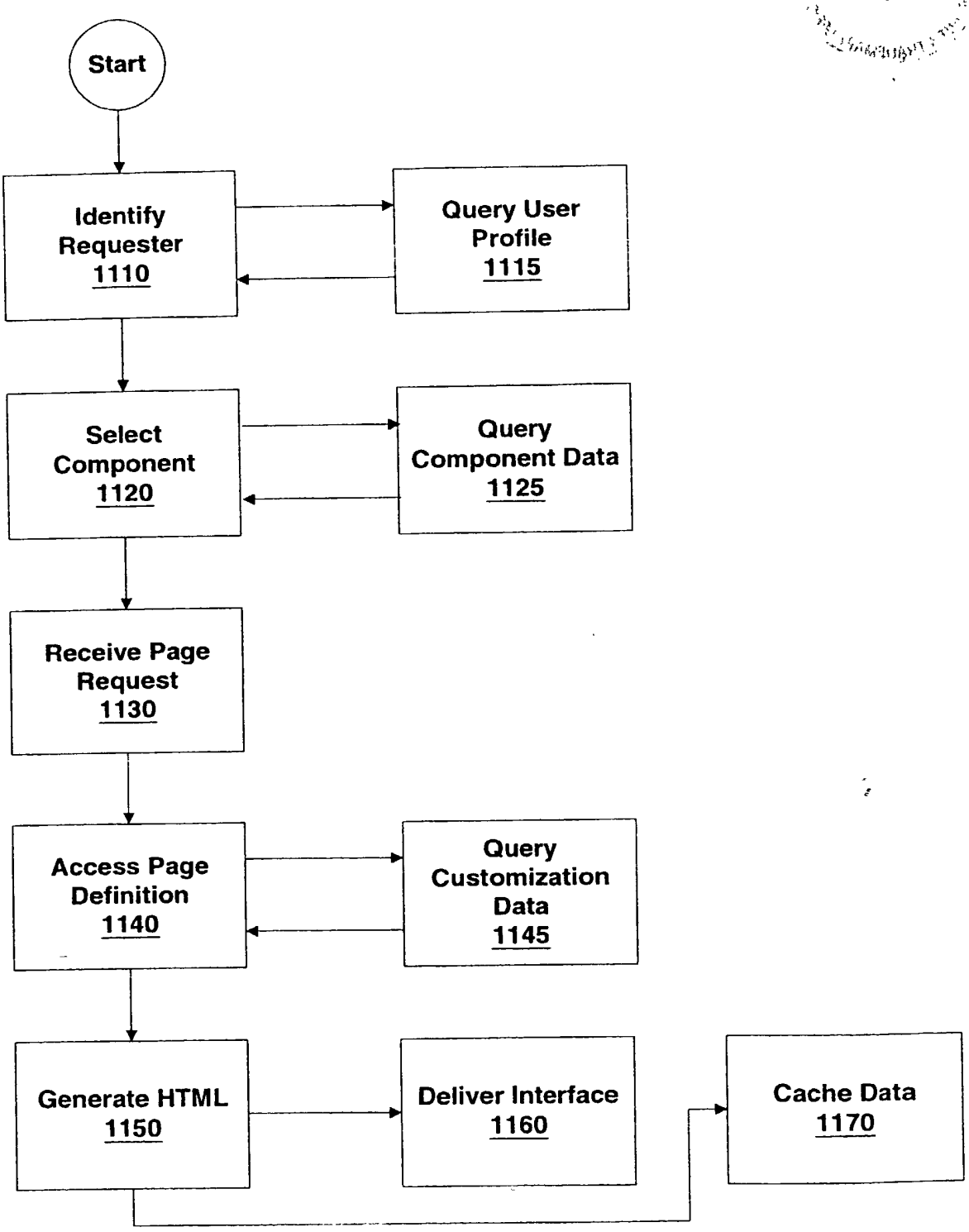

FIG. 11

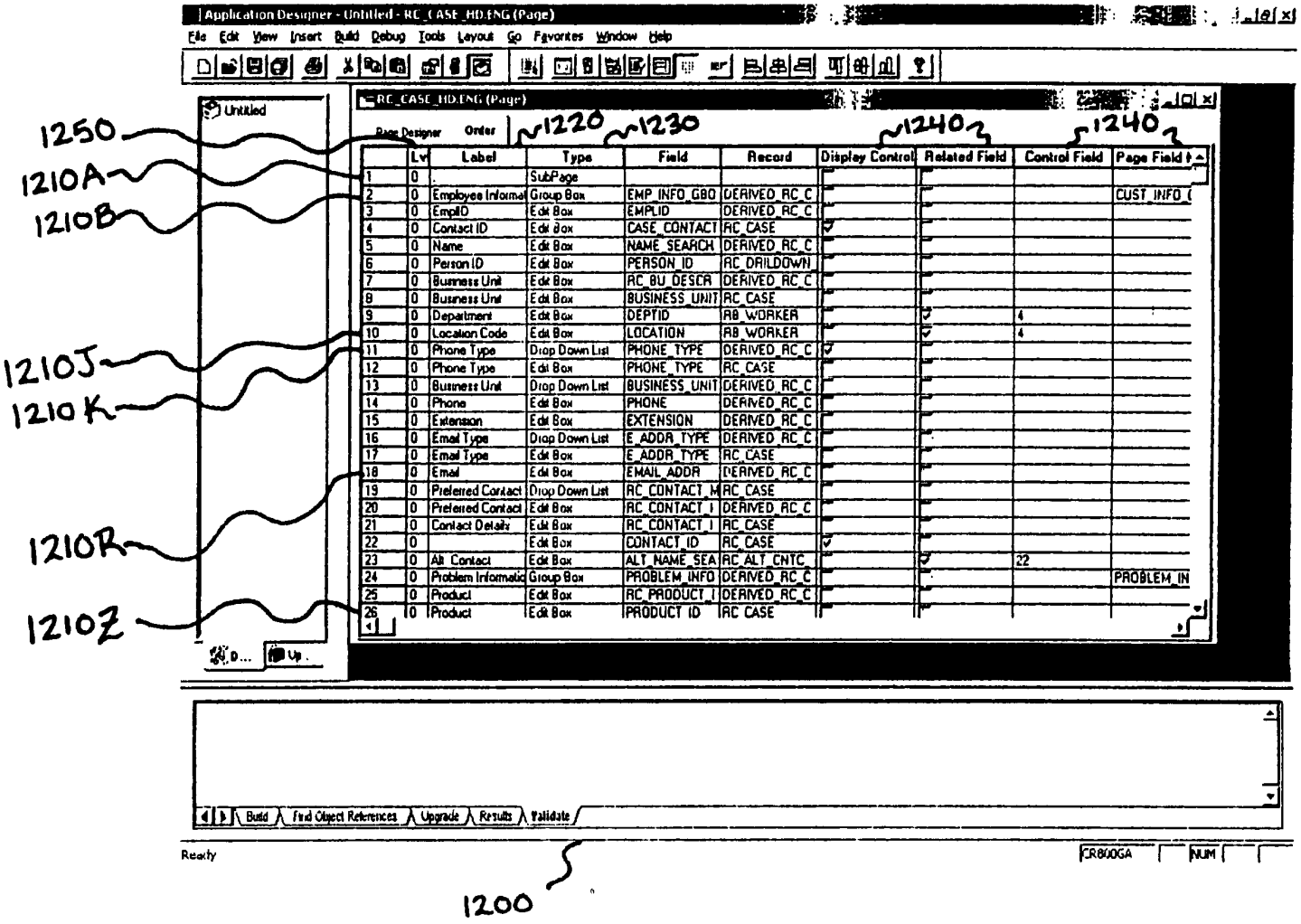
Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
1250
1210A
1210B
1210J
1210K
1210R
1210Z
1220
1230
1240
1240
Lv
Label
Type
Field
Record
Display Control
Related Field
Control Field
Page Field
1 0 SubPage
2 0 Employee Informat Group Box EMP_INFO_GBO DERIVED_RC_C CUST_INFO
3 0 EmplID Edit Box EMPLID DERIVED_RC_C
4 0 Contact ID Edit Box CASE_CONTACT RC_CASE
5 0 Name Edit Box NAME_SEARCH DERIVED_RC_C
6 0 Person ID Edit Box PERSON_ID RC_DRILLDOWN
7 0 Business Unit Edit Box RC_BU_DESCR DERIVED_RC_C
8 0 Business Unit Edit Box BUSINESS_UNIT RC_CASE
9 0 Department Edit Box DEPTID AB_WORKER 4
10 0 Location Code Edit Box LOCATION AB_WORKER 4
11 0 Phone Type Drop Down List PHONE_TYPE DERIVED_RC_C
12 0 Phone Type Edit Box PHONE_TYPE RC_CASE
13 0 Business Unit Drop Down List BUSINESS_UNIT DERIVED_RC_C
14 0 Phone Edit Box PHONE DERIVED_RC_C
15 0 Extension Edit Box EXTENSION DERIVED_RC_C
16 0 Email Type Drop Down List E_ADDR_TYPE DERIVED_RC_C
17 0 Email Type Edit Box E_ADDR_TYPE RC_CASE
18 0 Email Edit Box EMAIL_ADDR DERIVED_RC_C
19 0 Preferred Contact Drop Down List RC_CONTACT_M RC_CASE
20 0 Preferred Contact Edit Box RC_CONTACT_I DERIVED_RC_C
21 0 Contact Details Edit Box RC_CONTACT_I RC_CASE
22 0 Edit Box CONTACT_ID RC_CASE
23 0 Alt Contact Edit Box ALT_NAME_SEA RC_ALT_CNTC 22
24 0 Problem Informatic Group Box PROBLEM_INFO DERIVED_RC_C PROBLEM_IN
25 0 Product Edit Box RC_PRODUCT_I DERIVED_RC_C
26 0 Product Edit Box PRODUCT_ID RC_CASE
Build
Find Object References
Upgrade
Results
Validate
Ready
CR800GA
NUM
1200

Fig. 12

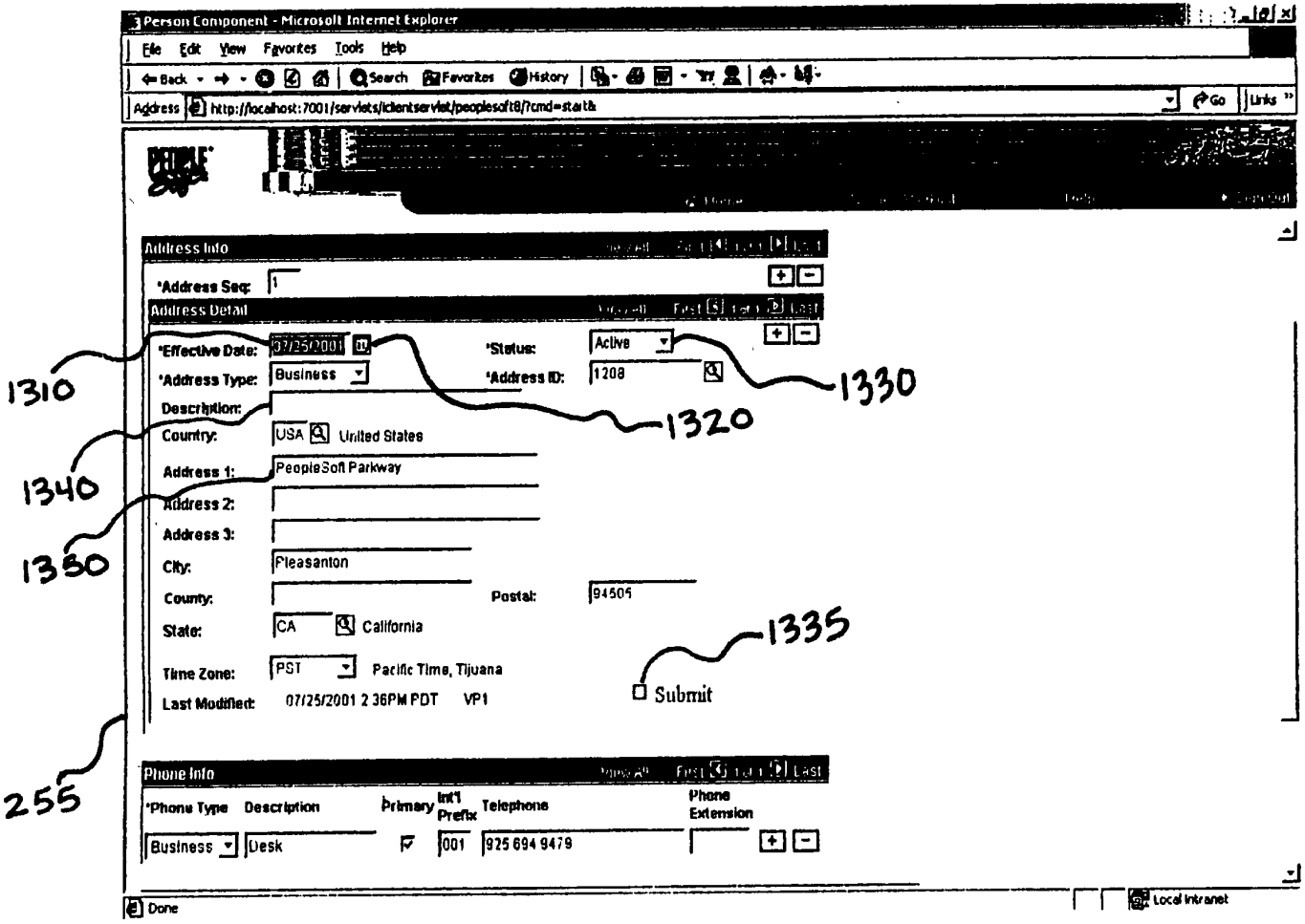
Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Address Info
*Address Seq: 1
Address Detail
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94504
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2:36PM PDT VP1
Submit
Phone Info
*Phone Type Description Primary Intl Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local Intranet
1310
1320
1330
1340
1350
1335
255

FIG. 13A

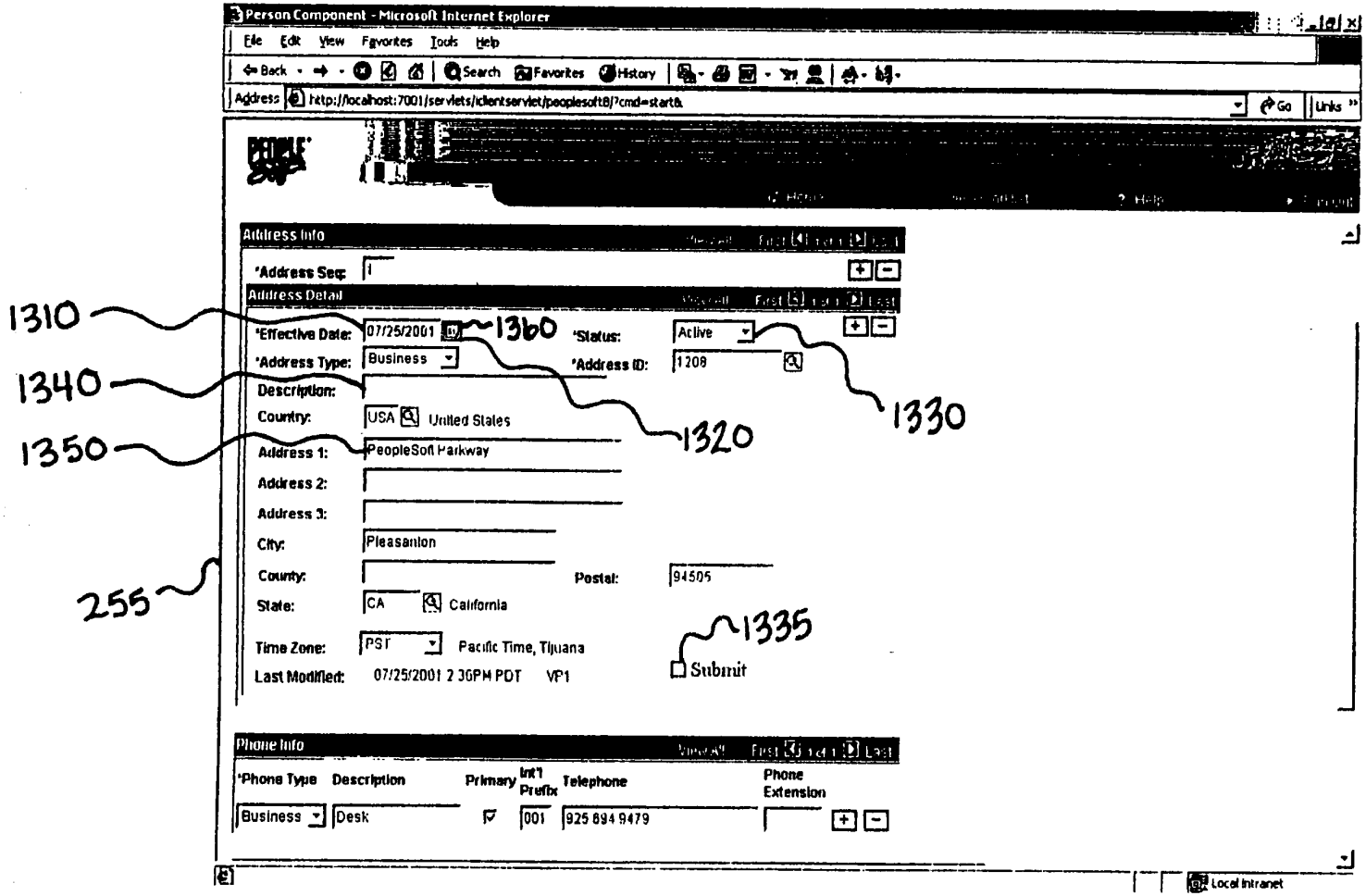
Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Address Info
*Address Seq: 1
Address Detail
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2:36PM PDT VP1
Submit
Phone Info
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Local Intranet
1310
1340
1350
255
1360
1320
1330
1335

Fig. 13B

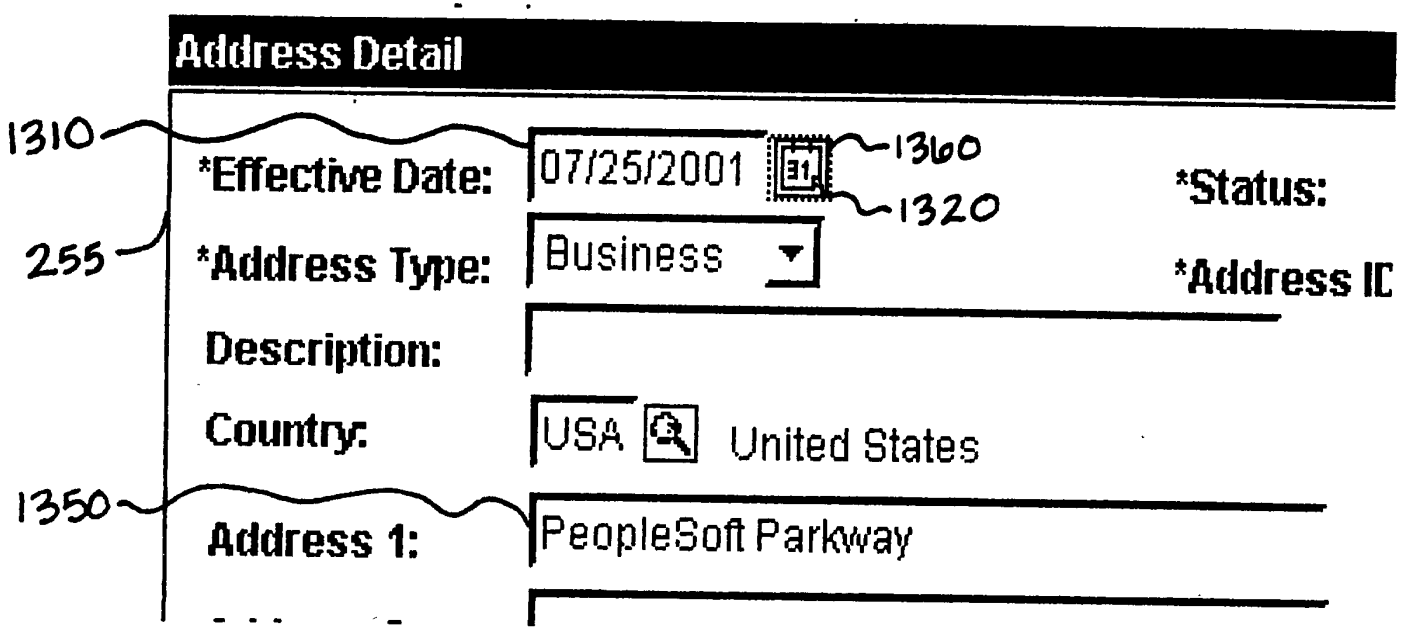
Address Detail
1310
*Effective Date:
07/25/2001
31
1360
1320
*Status:
255
*Address Type:
Business
*Address IC
Description:
Country:
USA
United States
1350
Address 1:
PeopleSoft Parkway

FIG. 13C

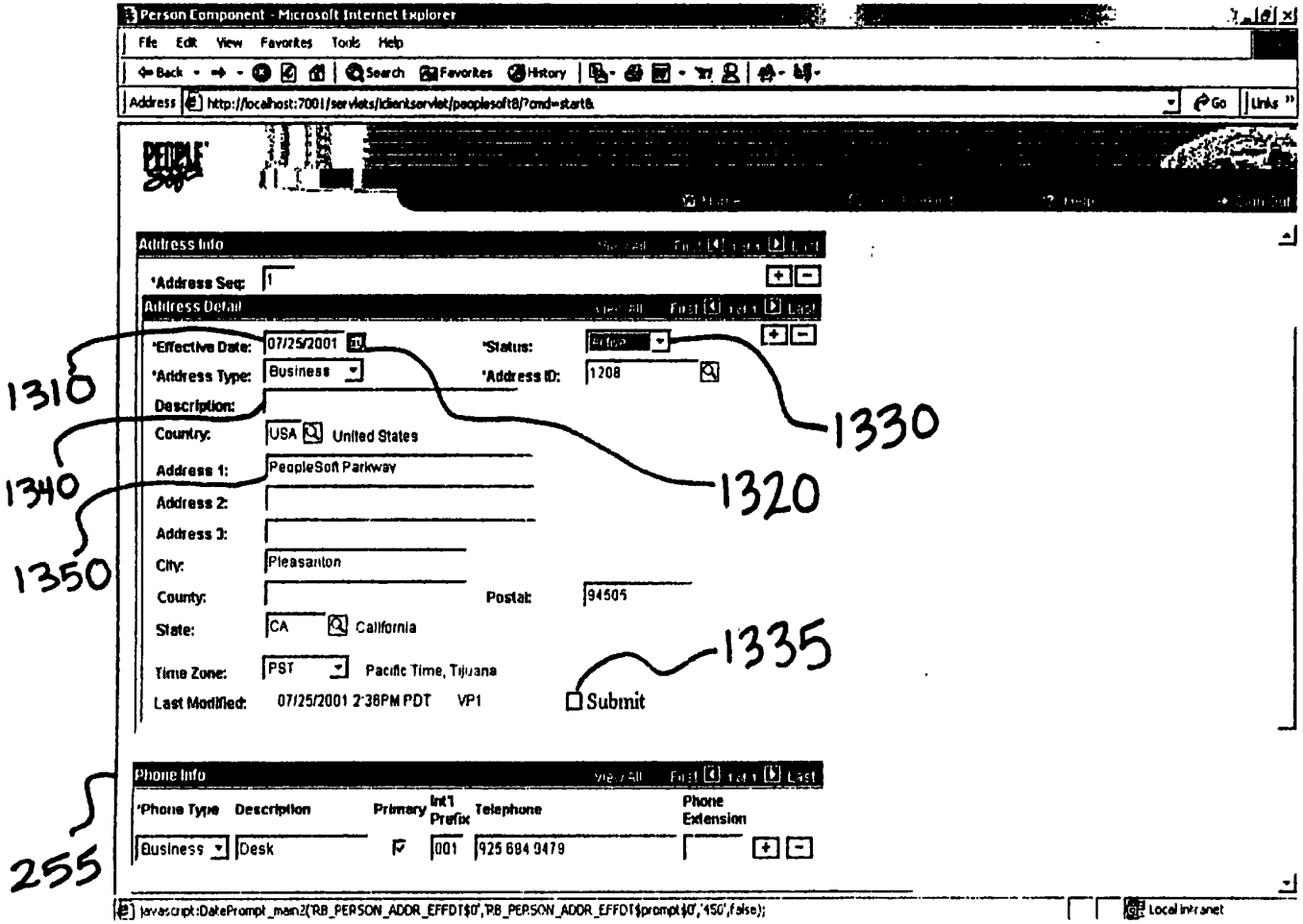
Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Address Info
*Address Seq: 1
Address Detail
*Effective Date: 07/25/2001
*Status:
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2:38PM PDT VP1
Submit
Phone Info
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
1310
1320
1330
1335
1340
1350
255

Fig. 13D

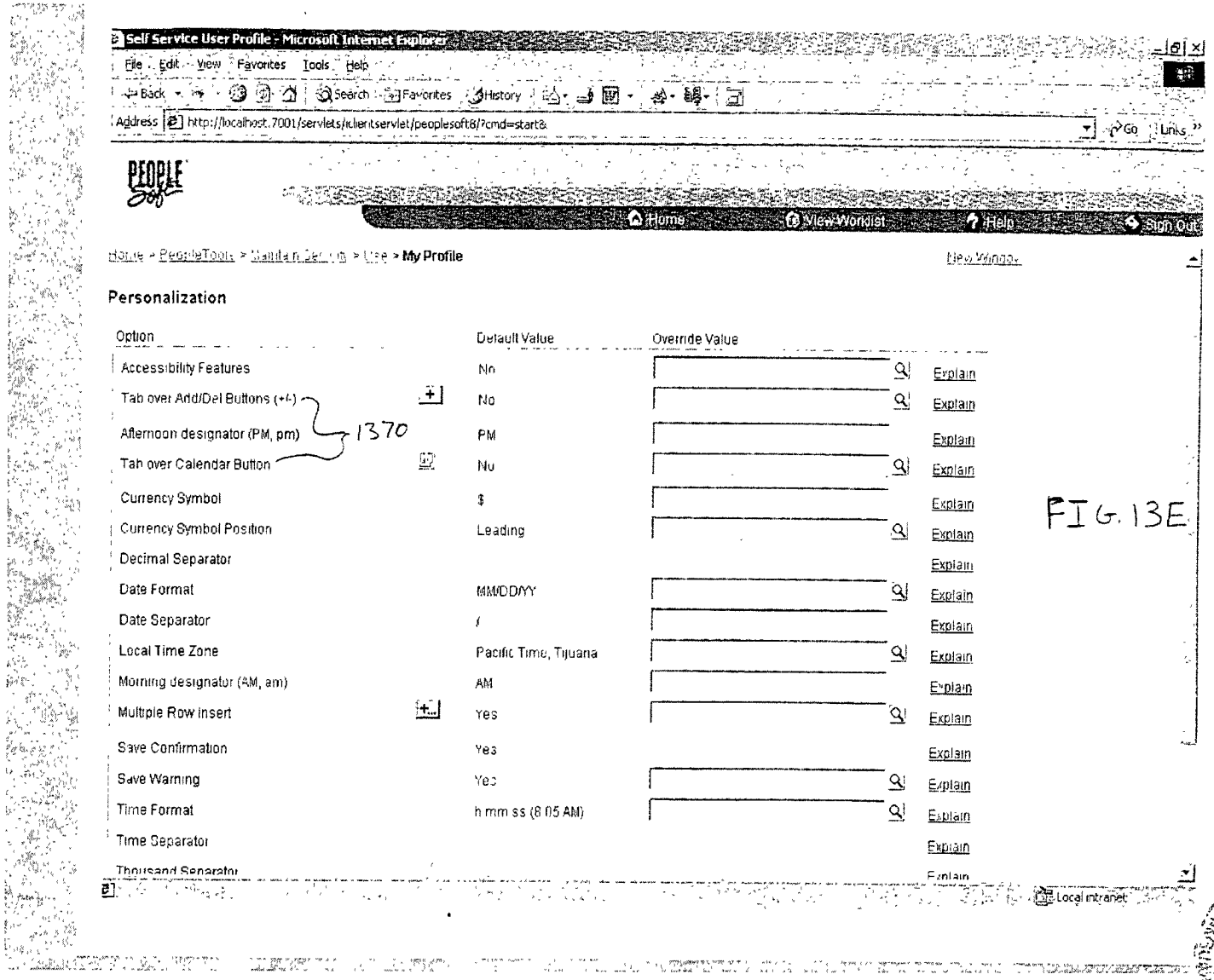
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost.7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
PEOPLESOFT
Home View Worklist Help Sign Out
Home > PeopleTools > Maintain Security > User > My Profile
New Window
Personalization
Option
Default Value
Override Value
Accessibility Features
No
Explain
Tab over Add/Del Buttons (+/-)
No
Explain
Afternoon designator (PM, pm)
PM
Explain
Tab over Calendar Button
No
Explain
Currency Symbol
$
Explain
Currency Symbol Position
Leading
Explain
Decimal Separator
Explain
Date Format
MM/DD/YY
Explain
Date Separator
/
Explain
Local Time Zone
Pacific Time, Tijuana
Explain
Morning designator (AM, am)
AM
Explain
Multiple Row Insert
Yes
Explain
Save Confirmation
Yes
Explain
Save Warning
Yes
Explain
Time Format
h mm ss (8:05 AM)
Explain
Time Separator
Explain
Thousand Separator
Explain
1370
Local intranet

FIG. 13E

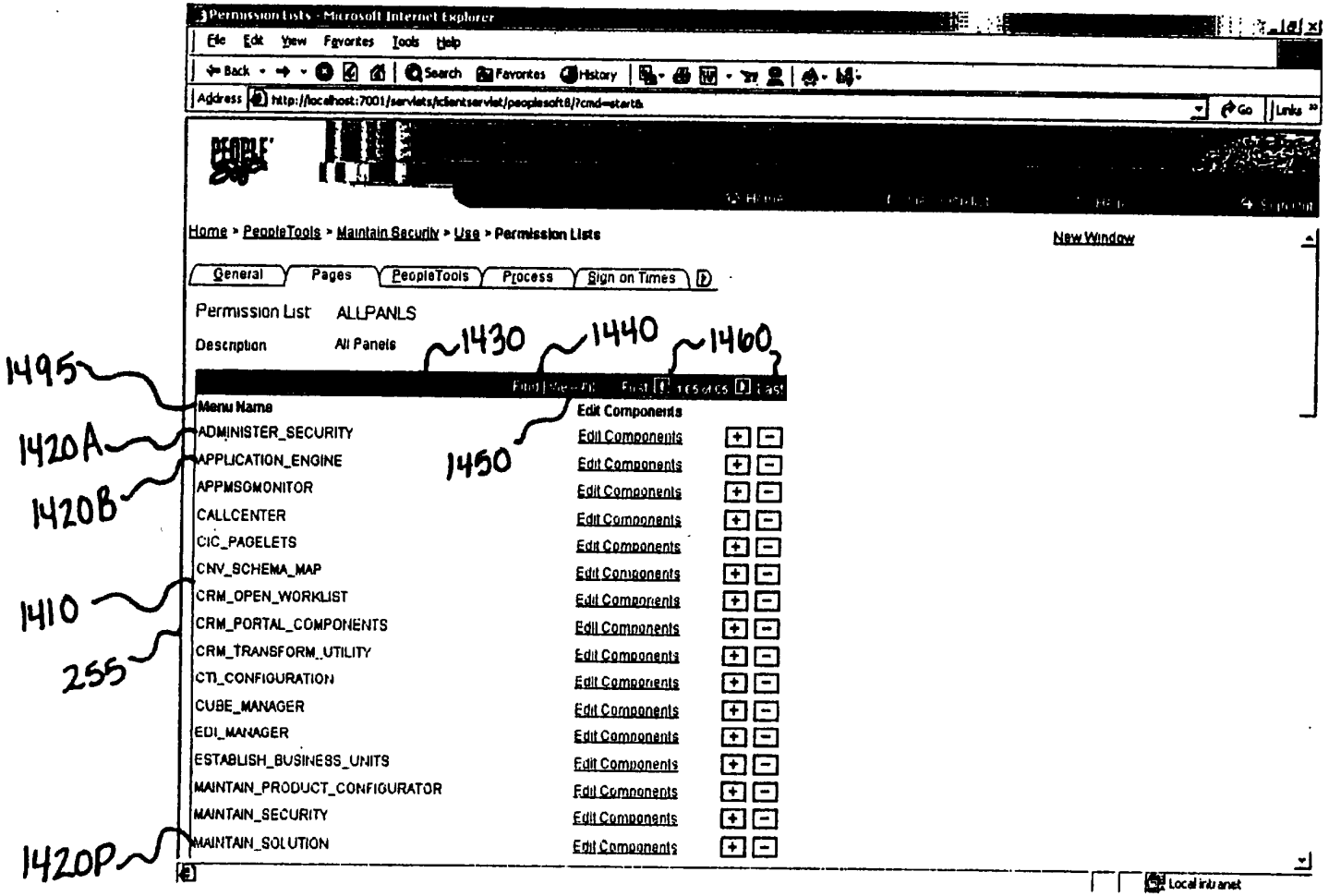
Permission Lists - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/fclientservlet/peoplesoft8/?cmd=start&
Go Links
Home > PeopleTools > Maintain Security > Use > Permission Lists
New Window
General Pages PeopleTools Process Sign on Times
Permission List ALLPANLS
Description All Panels
1495
1430
1440
1460
1420A
1420B
1450
1410
255
1420P
Menu Name
Edit Components
ADMINISTER_SECURITY
APPLICATION_ENGINE
APPMSGMONITOR
CALLCENTER
CIC_PAGELETS
CNV_SCHEMA_MAP
CRM_OPEN_WORKLIST
CRM_PORTAL_COMPONENTS
CRM_TRANSFORM_UTILITY
CTI_CONFIGURATION
CUBE_MANAGER
EDI_MANAGER
ESTABLISH_BUSINESS_UNITS
MAINTAIN_PRODUCT_CONFIGURATOR
MAINTAIN_SECURITY
MAINTAIN_SOLUTION
Edit Components
Local intranet

FIG. 14A

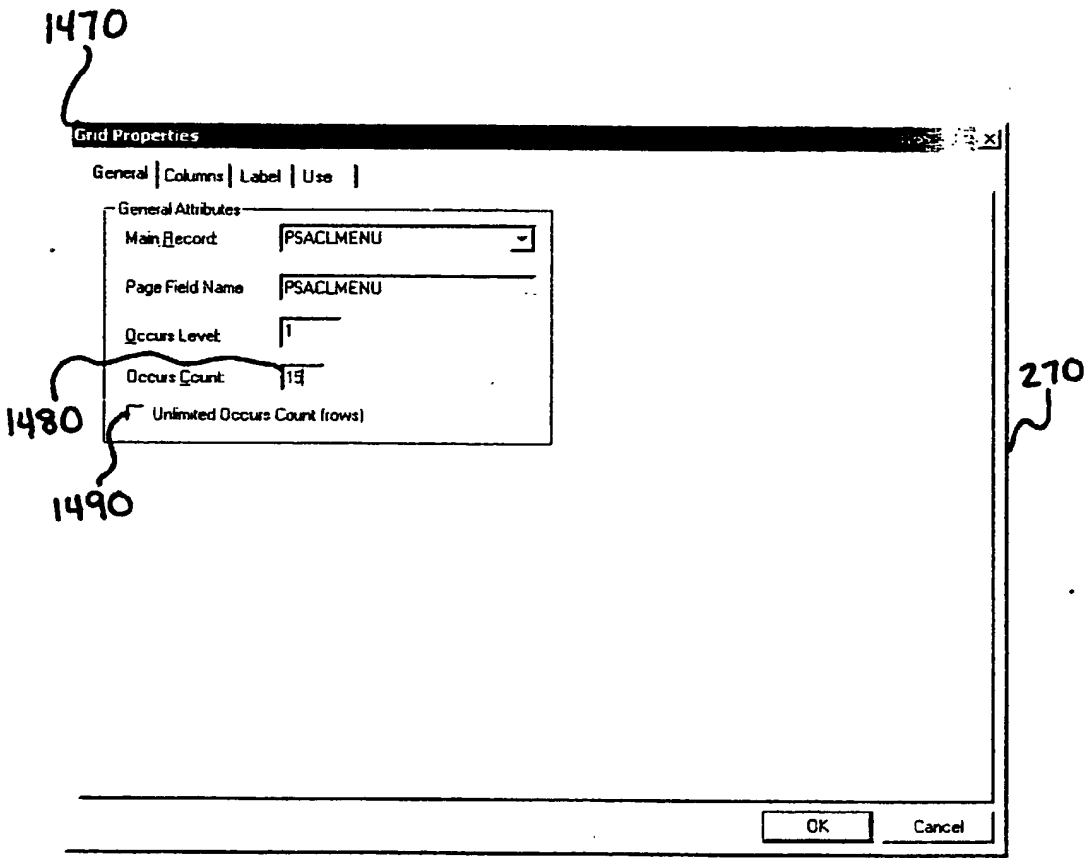
1470
Grid Properties
General
Columns
Label
Use
General Attributes
Main Record:
PSACLMENU
Page Field Name
PSACLMENU
Occurs Level:
1
Occurs Count:
15
Unlimited Occurs Count (rows)
1480
1490
270
OK
Cancel

FIG. 14B

1004039c .041662

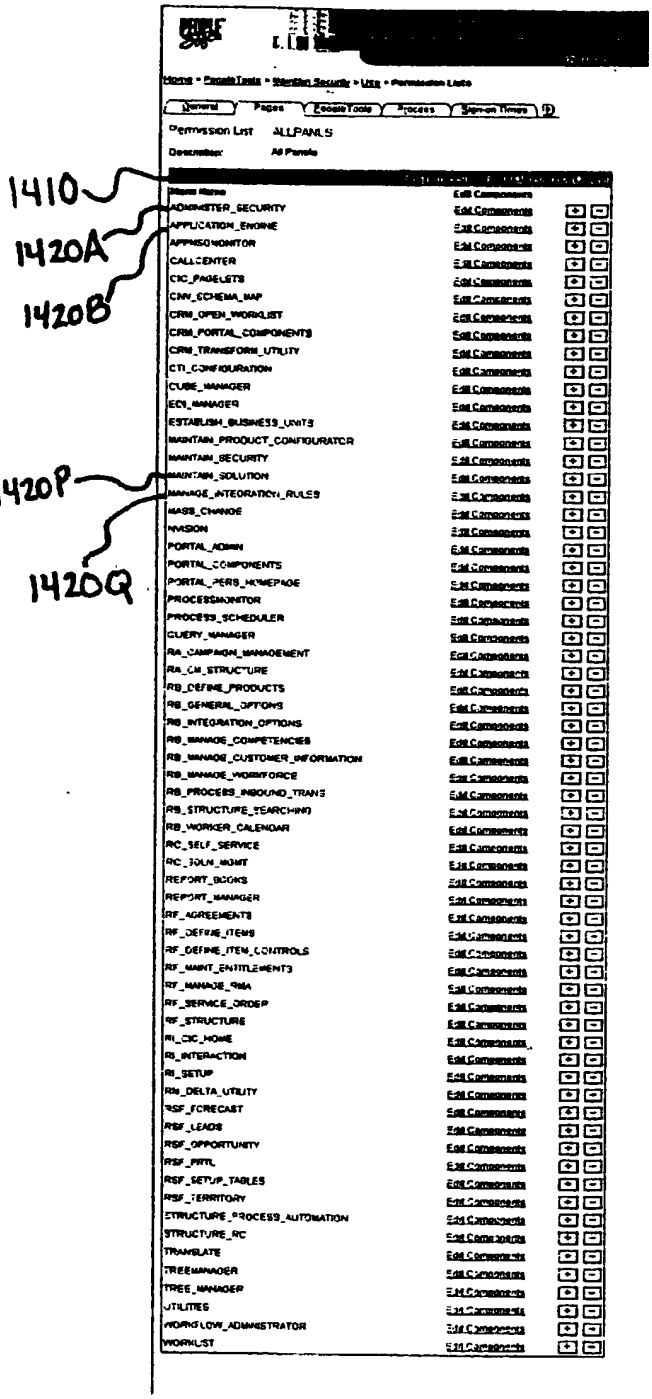

FIG. 14C

10040396.041502

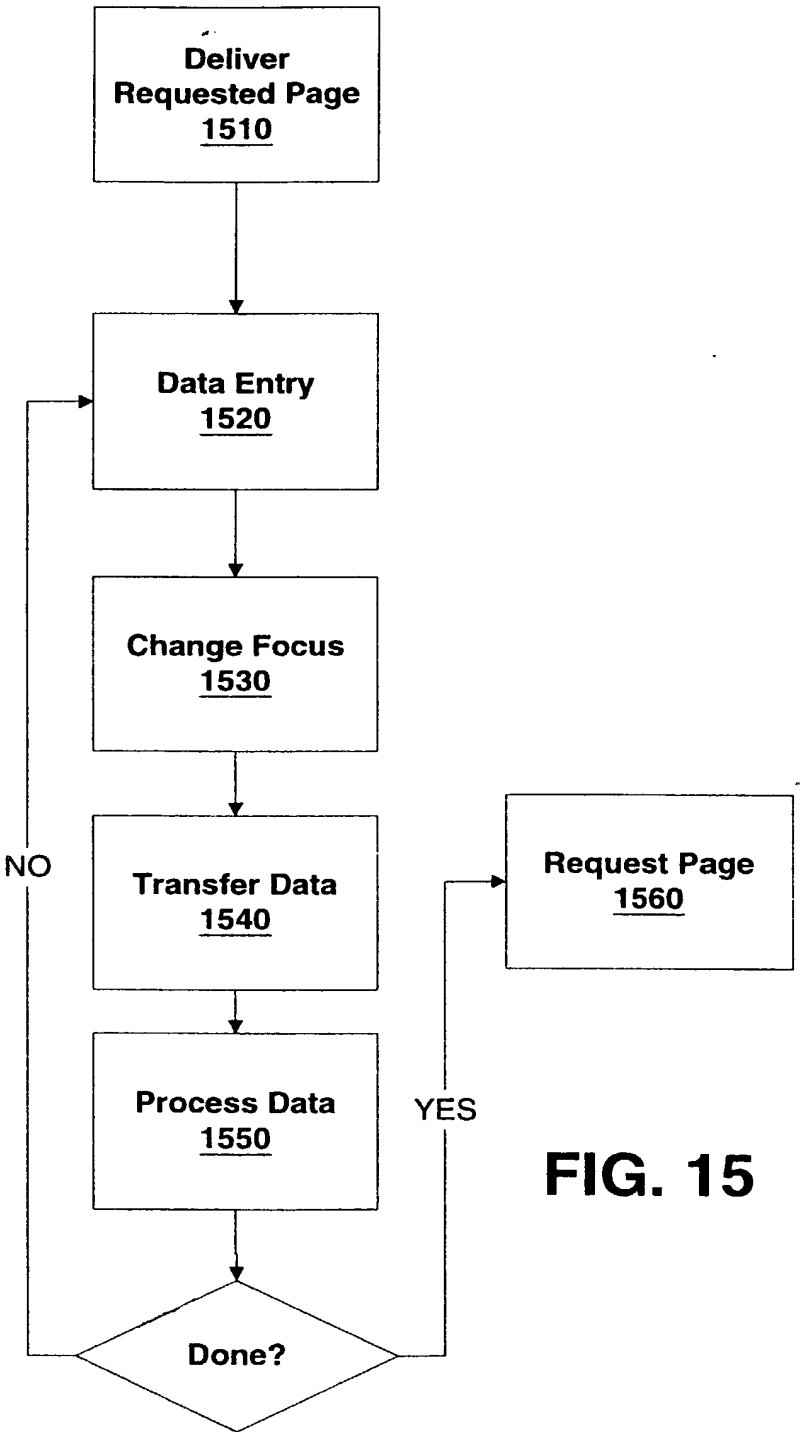

FIG. 15

10040396 .042202

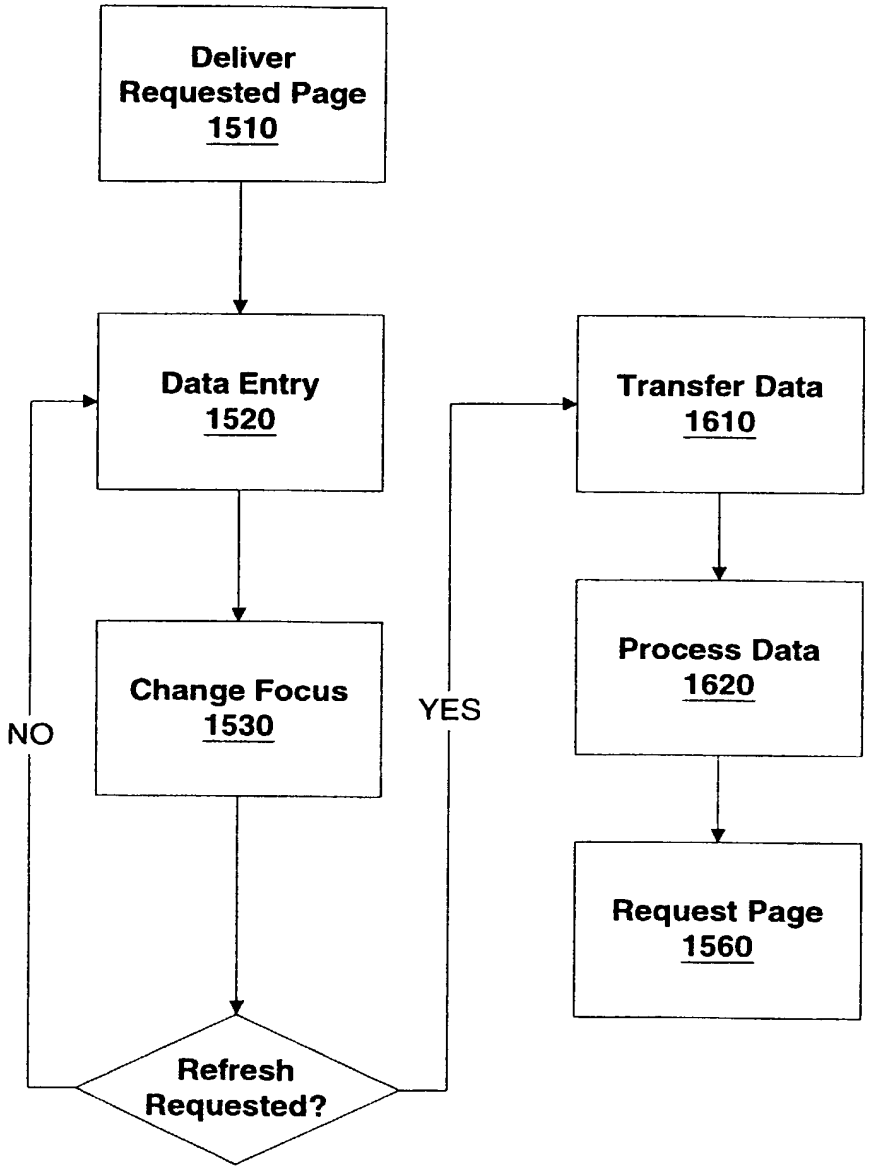

FIG. 16

10040296 .041602

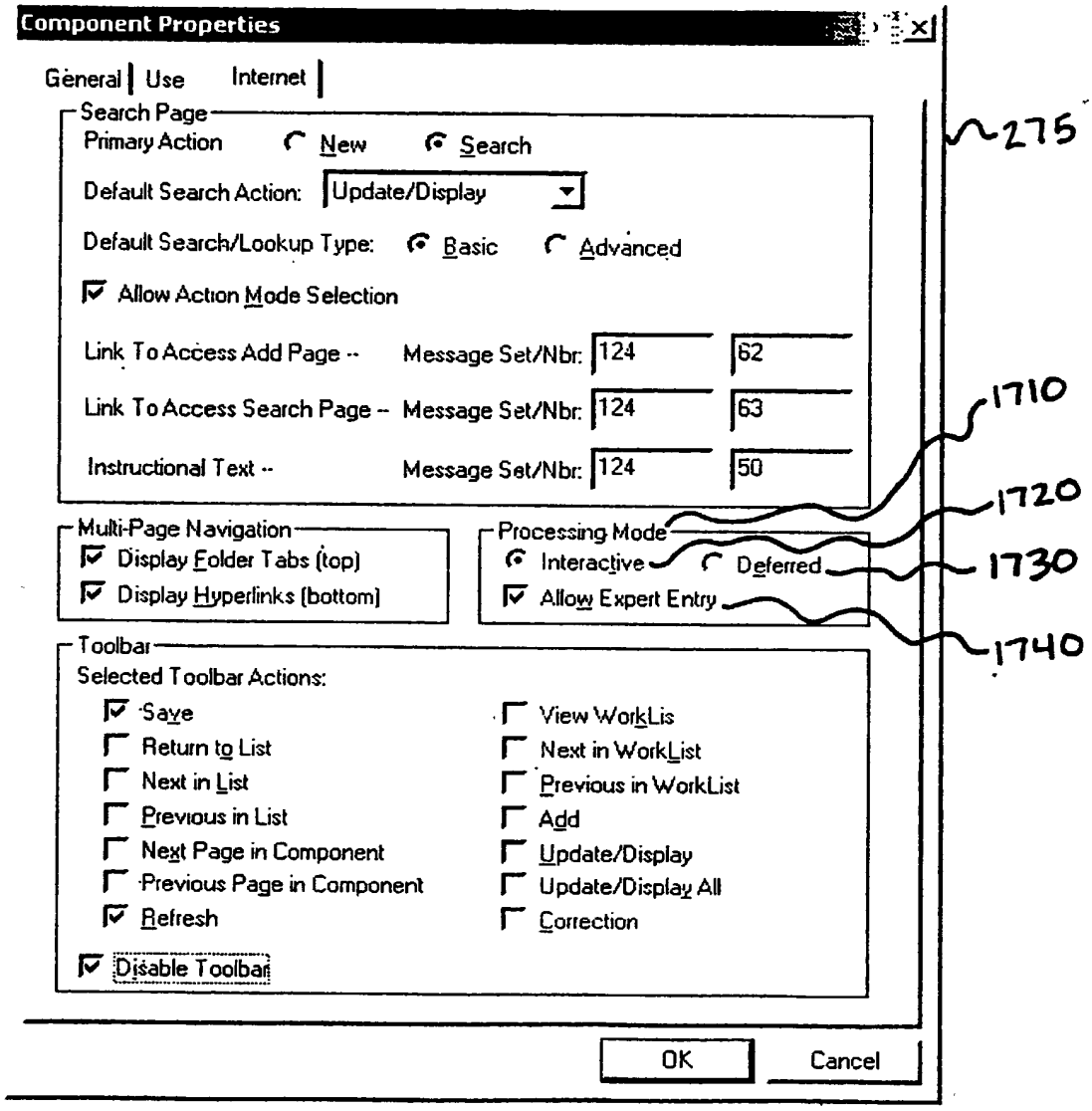

Fig. 17A

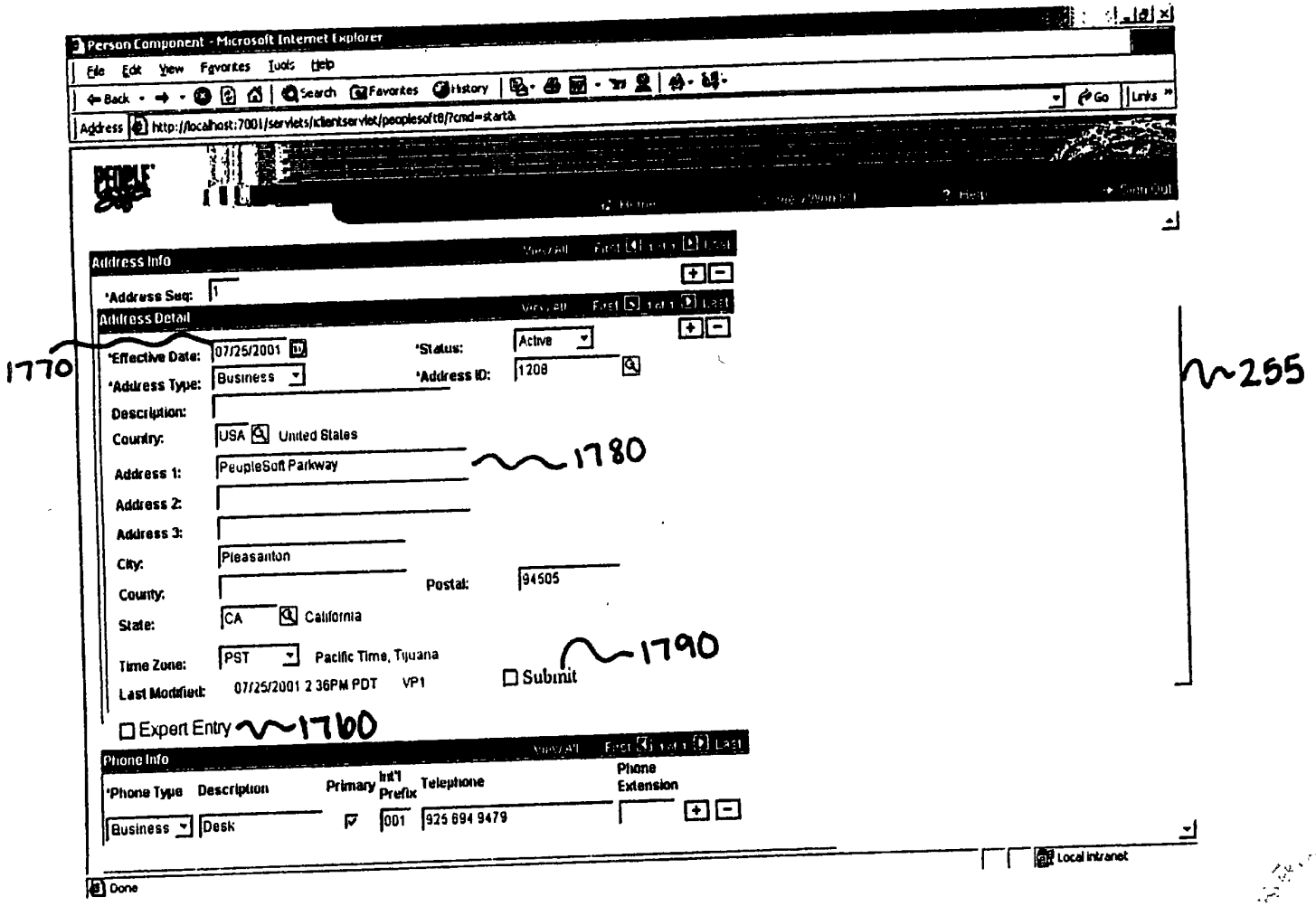
Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Address Info
*Address Seq: 1
Address Detail
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2 36PM PDT VP1
Submit
Expert Entry
Phone Info
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Local intranet
Done
1770
1780
1790
1760
255

Fig. 17B